

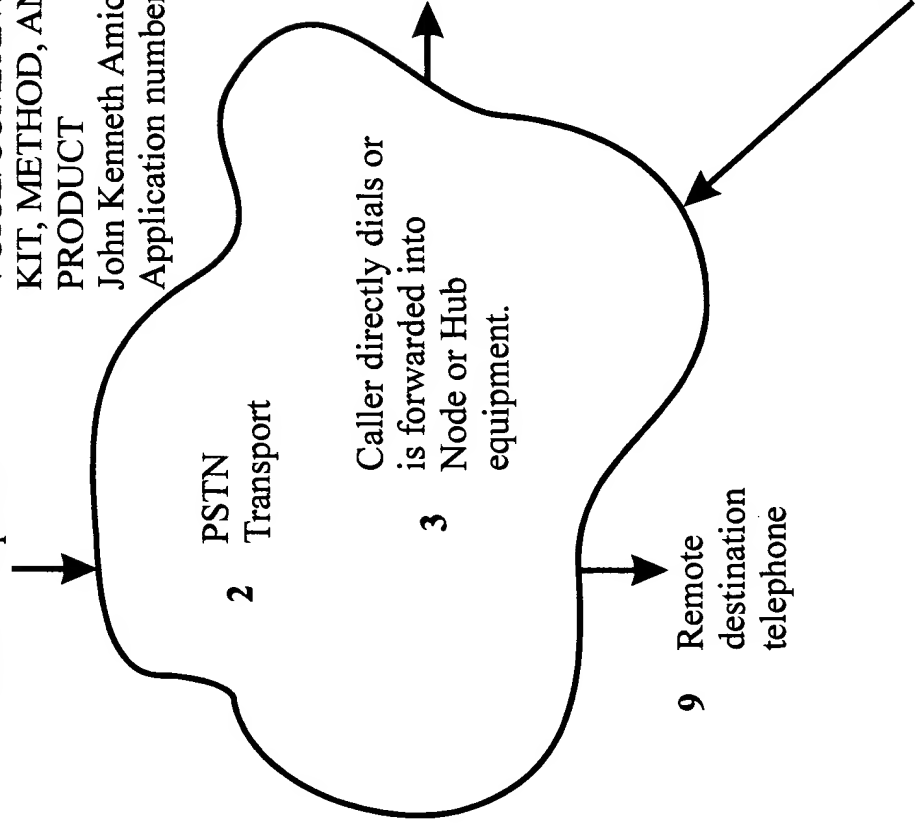


1 Calling party source telephone

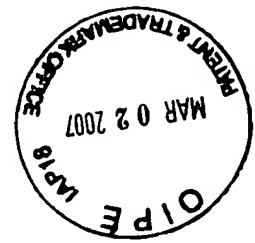
Fig., page 1 of 64 A VIRTUAL VOICE/COMPANY/OFFICE NETWORK TOOL KIT, METHOD, AND COMPUTER PROGRAM PRODUCT

John Kenneth Amick  
Application number 09/556,439.

Replacement sheet  
(Currently amended)



- 4 Virtual network call processing system Node or HUB.
- 5 Handling and routing information from the network or Node switch instructs the Node equipment to start the desired virtual network call processing system application.
- 6 Appropriate greeting is played to the caller.
- 7 Caller may send, receive or manipulate a mixed-media message.
- 8 Caller takes an action resulting in an out dial. In the absence of an error condition the call is processed to a remote destination telephone. During an error condition the error handling mechanism processes the call to a virtual network call processing system application comprising at least one software application comprising at least one object / software construct.



Background Art

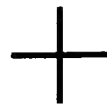
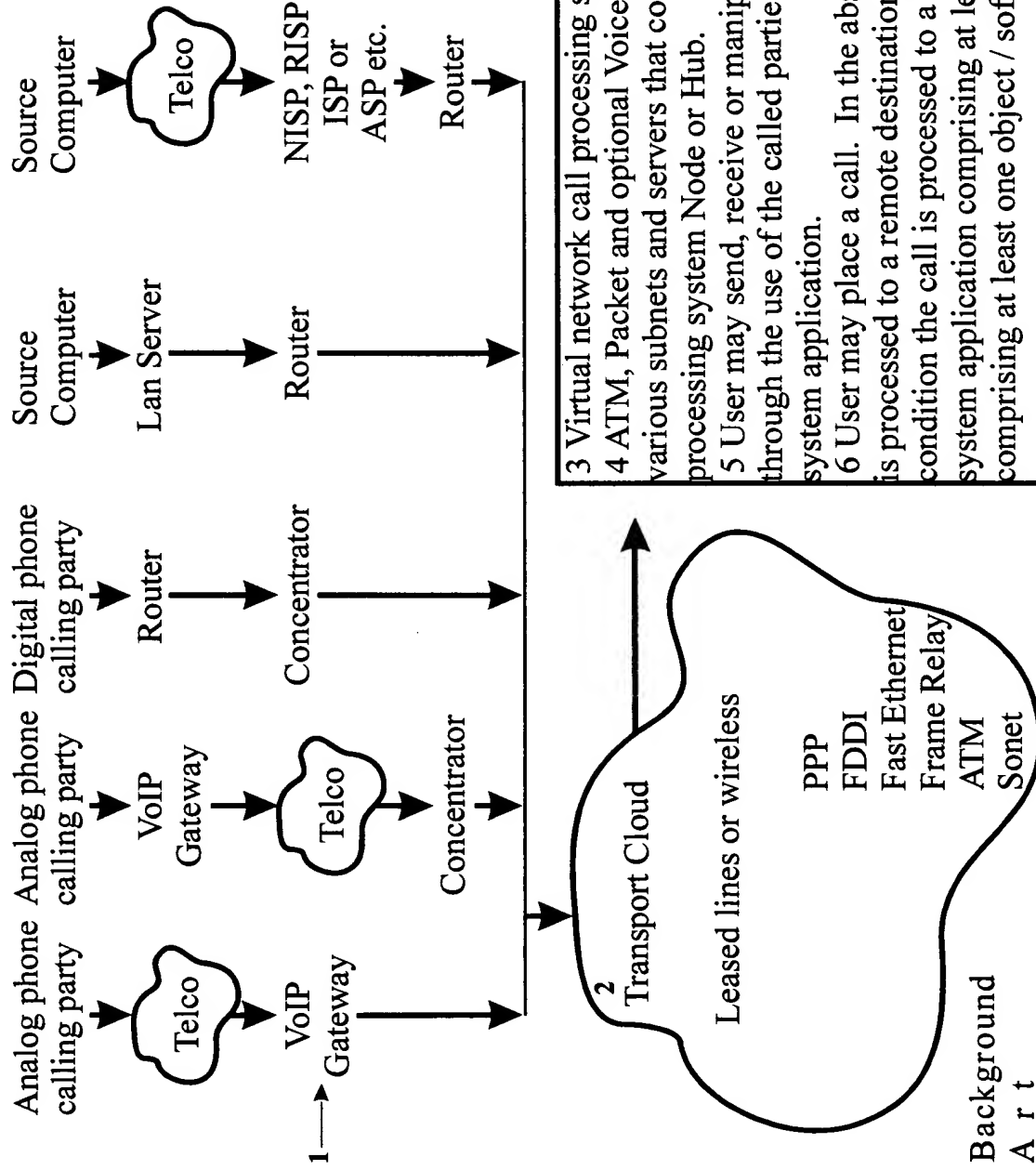


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3 Virtual network call processing system Hub site.

4 ATM, Packet and optional Voice Switch, Gateways, Concentrators, various subnets and servers that comprise a virtual network call processing system Node or Hub.

5 User may send, receive or manipulate a mixed-media message through the use of the called parties Virtual network call processing system application.

6 User may place a call. In the absence of an error condition the call is processed to a remote destination telephone. During an error condition the call is processed to a Virtual network call processing system application comprising at least one software application comprising at least one object / software construct.

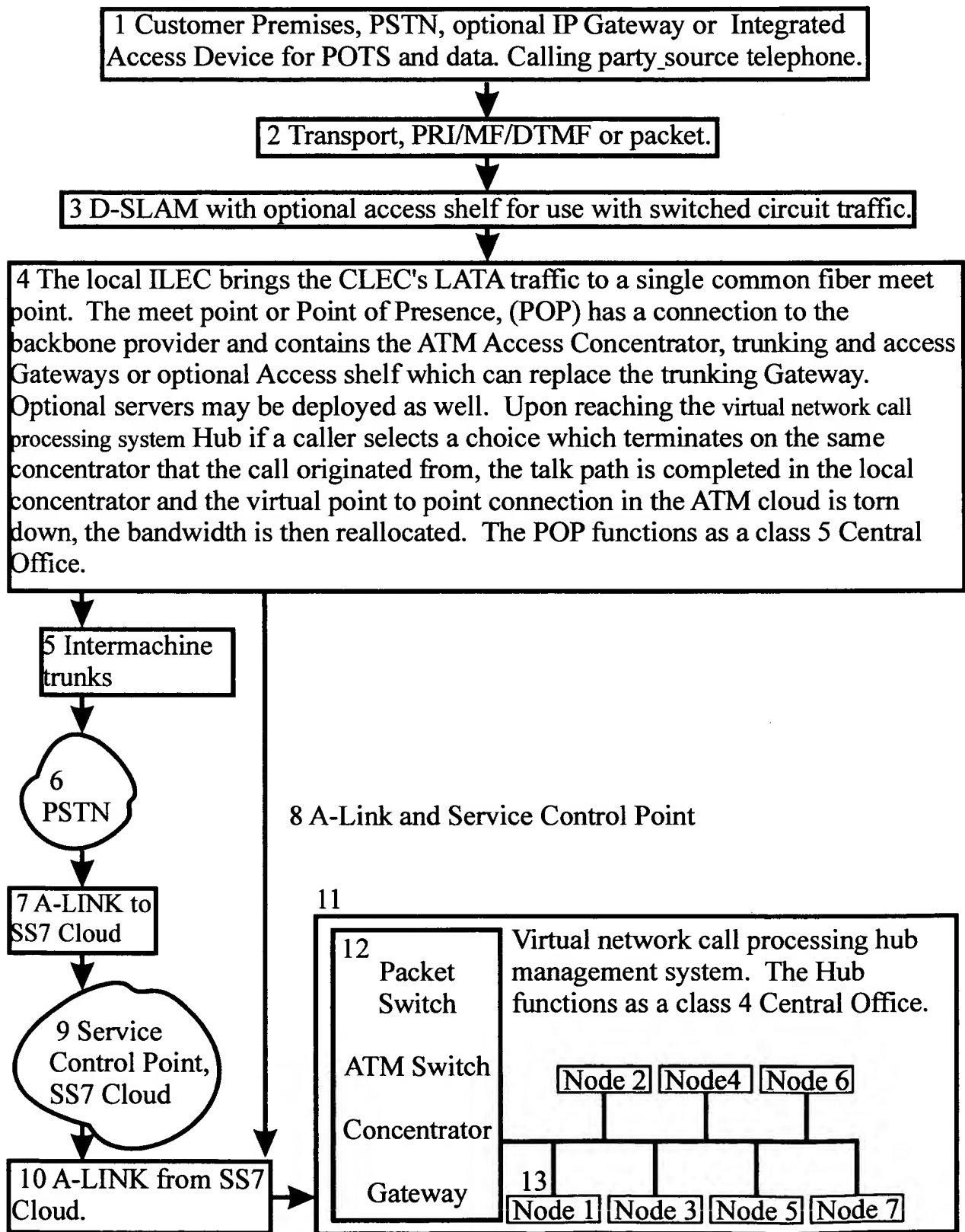


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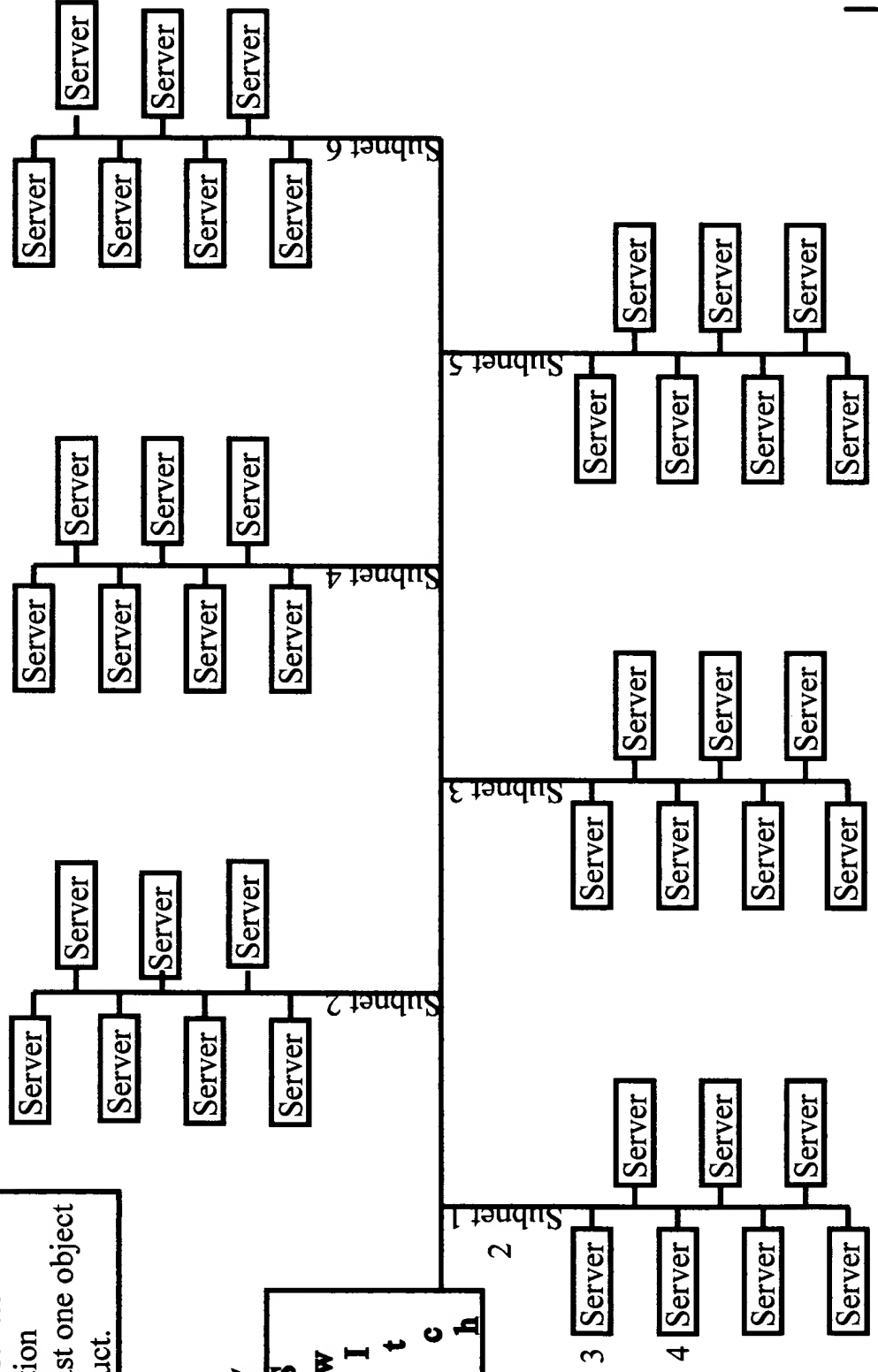
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Handling and routing  
information from the network  
or Node switch instructs the  
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desired virtual network call  
processing system application  
comprising at least one  
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comprising at least one object  
/ software construct.

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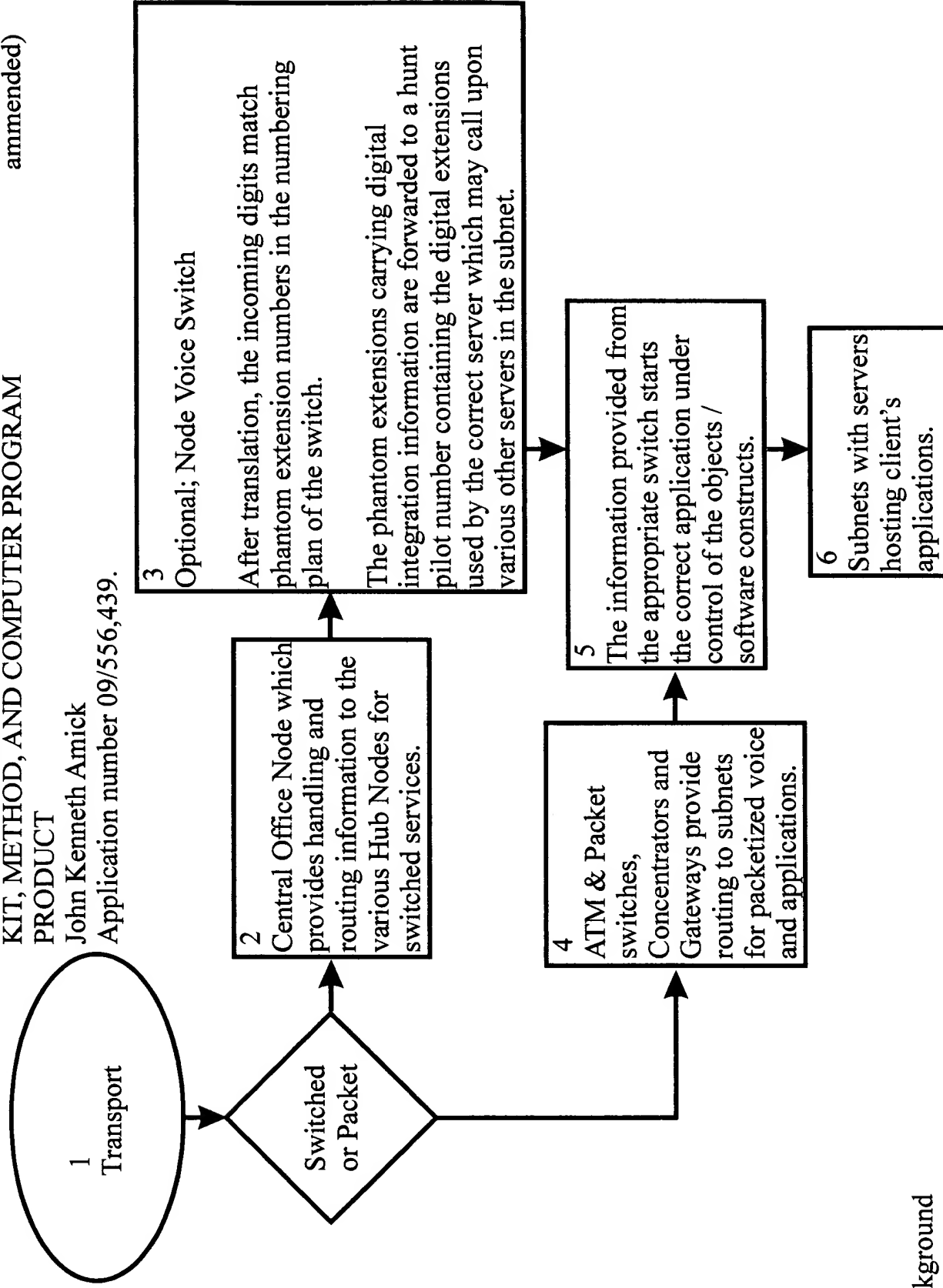
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Fig., page 5 of 64 A VIRTUAL  
VOICE/COMPANY/OFFICE NETWORK TOOL  
KIT, METHOD, AND COMPUTER PROGRAM  
PRODUCT

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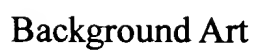
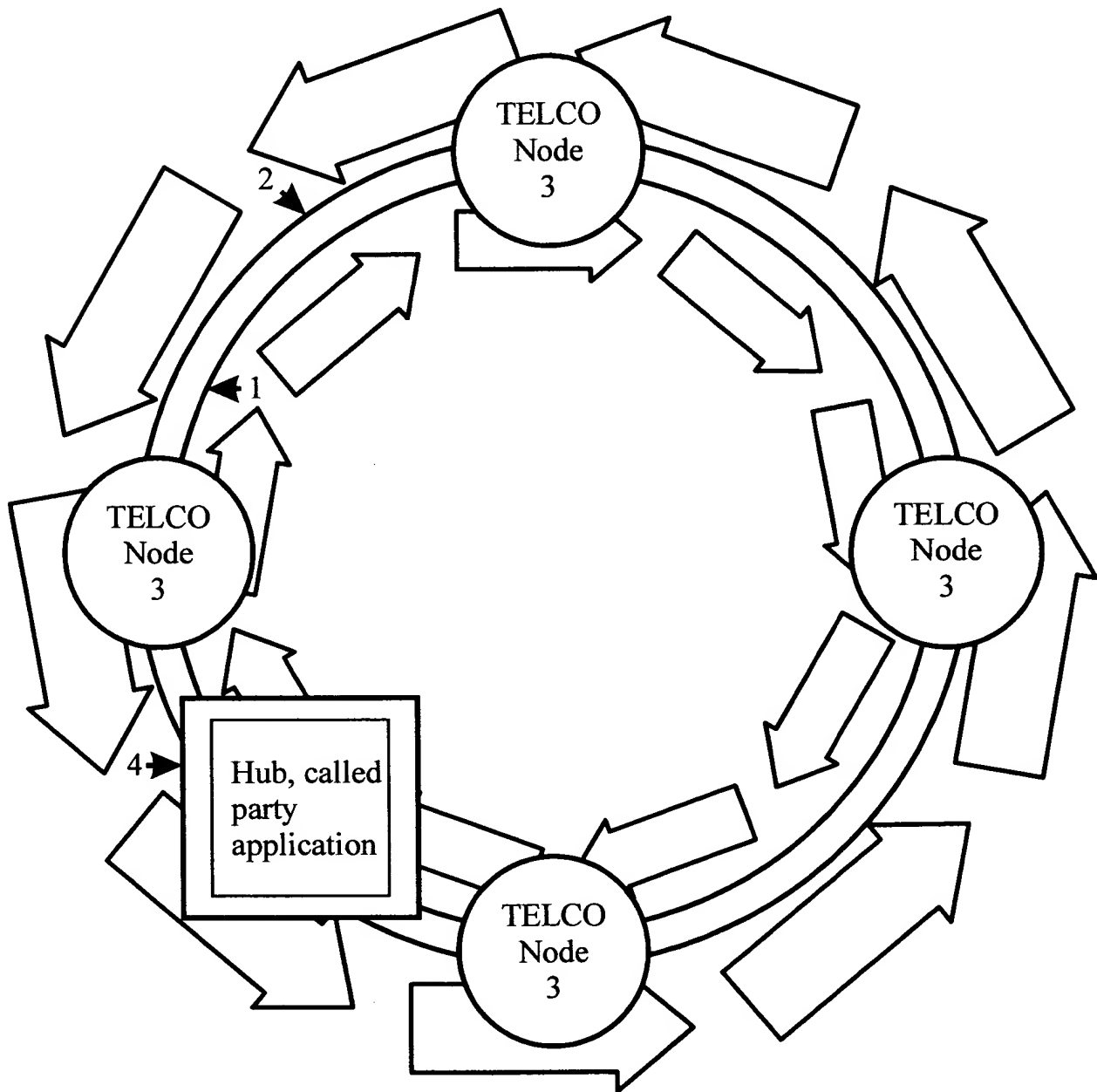




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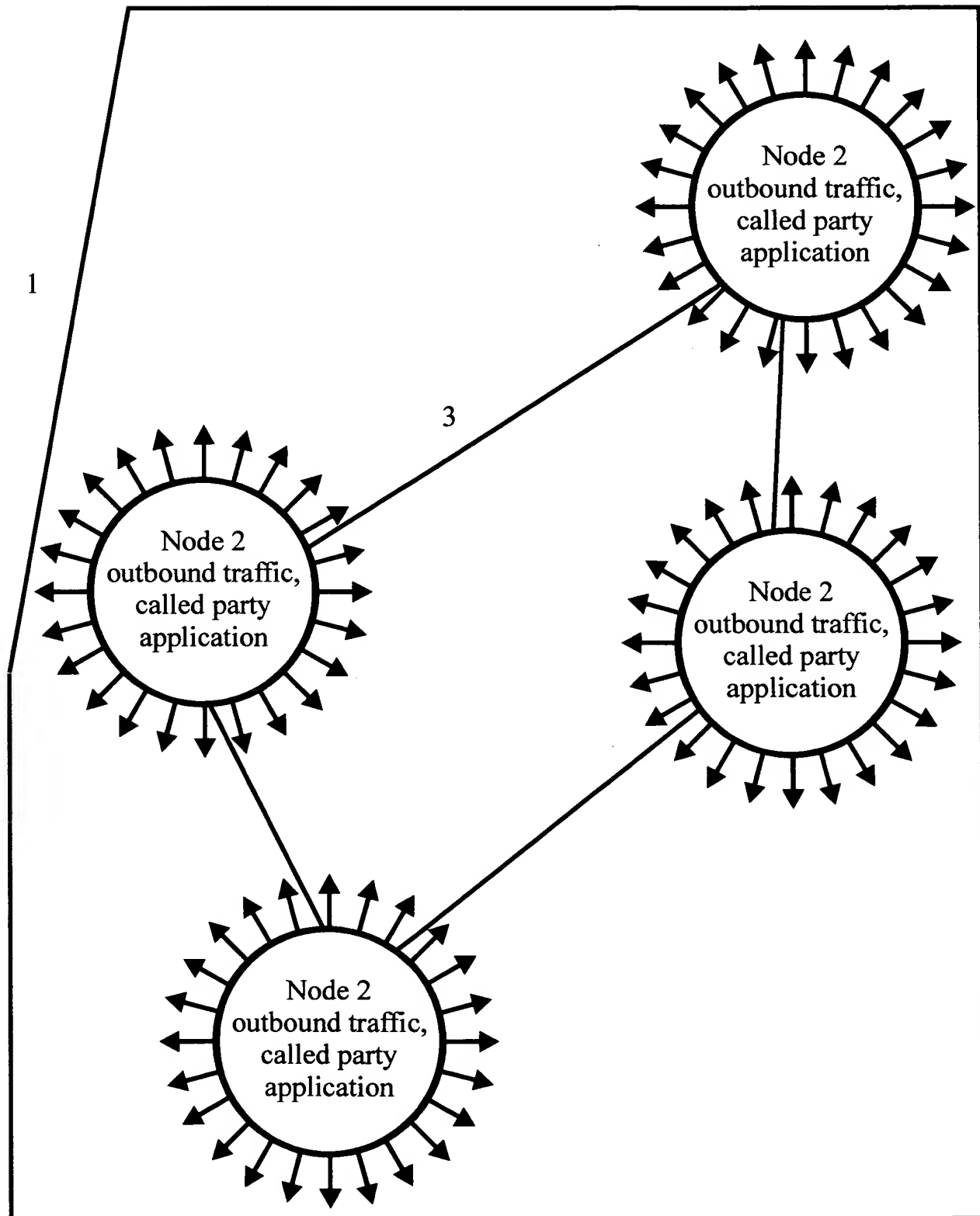




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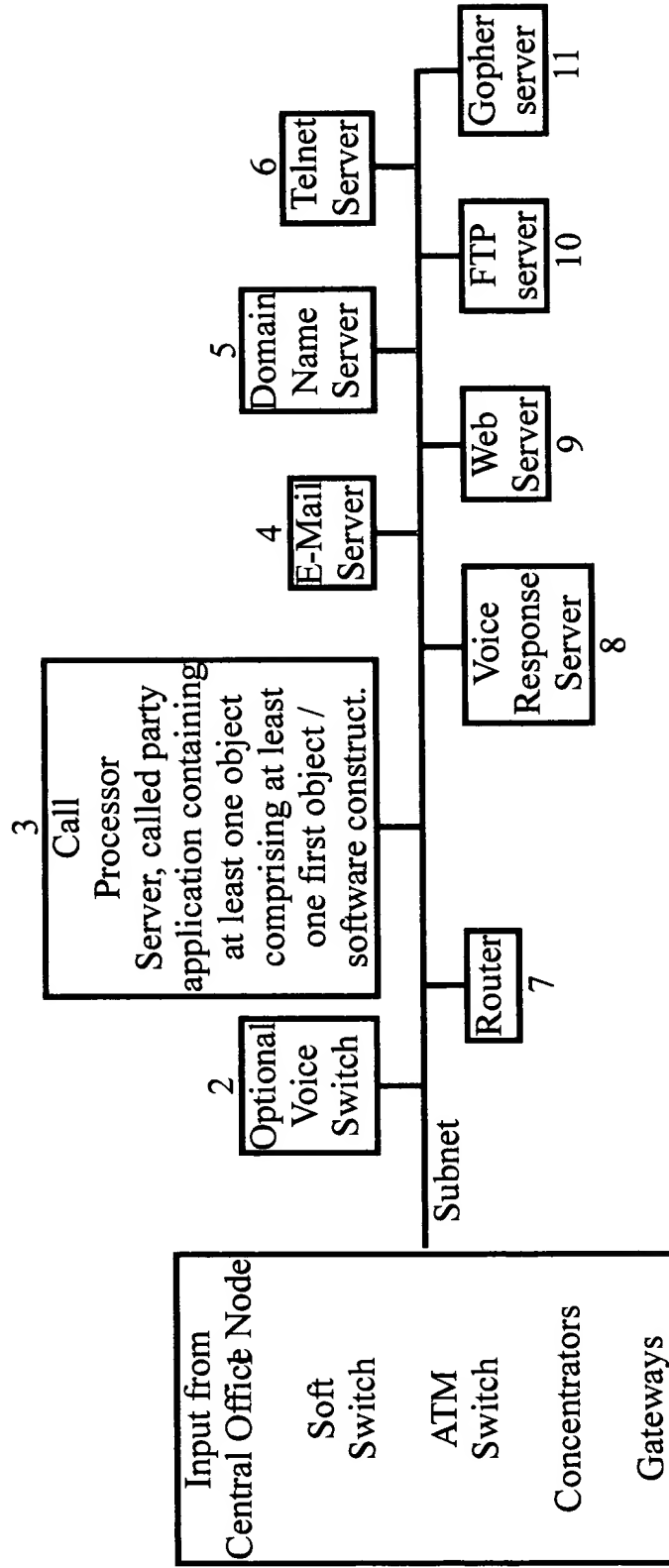
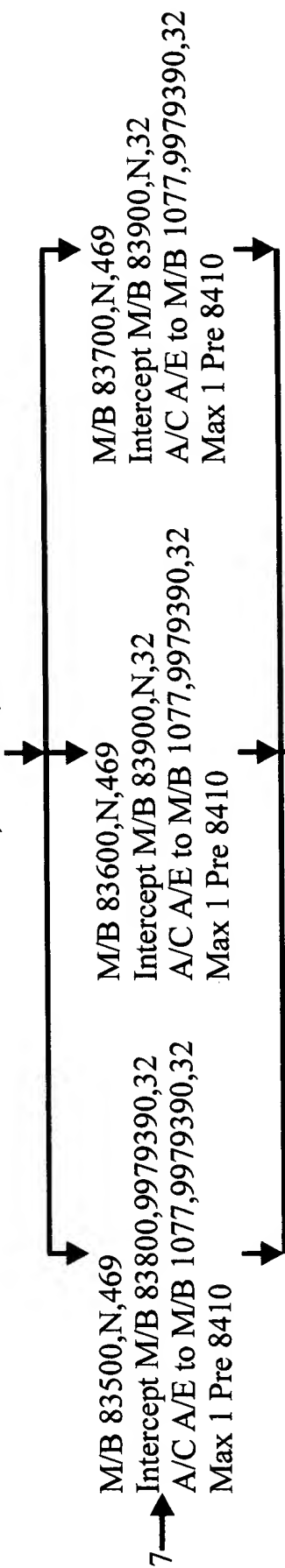


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- Object / Software Construct-Use Example
- XYZ Company
- Contact-Name of person
- Telephone (XXX) XXX-XXXX
- Fax (XXX) XXX-XXXX
- Street address
- Suite X
- City, State, Zip
- 1 → (xxx) xxx-xxxx
- 2 → M/B 2004,N,468 silent greeting
- 3 → -MTWTF- 08:00-12:00 N/B 83500,N,1
- MTWTF- 12:01-12:59 N/B 83600,N,1
- MTWTF- 13:00-17:00 N/B 83500,N,1
- Default N/B 83700,N,1
- 4 → Business hours Intercept M/B 83800,9979390,32
- 5 → A/C A/E to M/B 1077,9979390,N,32
- 6 → Lunch and Default Intercept M/B 83900,N,32
- A/C A/E to M/B 1077,9979390,32



M/B 83500,N,469  
Intercept M/B 83800,9979390,32  
A/C A/E to M/B 1077,9979390,32  
Max 1 Pre 8410

M/B 84101,N,469  
Business hours intercept M/B 83800, 9979390,32  
A/C A/E to M/B 1077,9979390,32  
Lunch and Default intercept M/B 83900,N,32  
A/C A/E to M/B 1077,9979390,32

Application located in NOCC 1  
Default security code KUNIK or 58645  
Voice Doreen Panico, User transfer on all trunks.  
Call forward ring no answer on all trunks

Background  
Art

FIG 10